Learners attending the Academy will be given a scheduled time slot for them to arrive each day (this must be adhered to at all times for the safety of all).

**Please note** you will be required to queue on entering and to follow all social distancing markings within the building, these are clearly marked and where on reception these are in use you will be required to wait on the pavement markings outside of the building.

We understand that each Learner has individual needs however there is an expectation that all learners will take part in the lateral flow testing programme. The result of each test needs to be reported using the NHS Test & Trace self-report website: <https://www.gov.uk/report-covid19-result>

Learners will also need to tell Reflections the result of each test by sending a copy of the test result email/text received to their Tutor. If can also be forwarded to [covid@reflectionstraining.co.uk](mailto:covid@reflectionstraining.co.uk)

If you are unable to carry out the lateral flow test at home, we will provide these onsite to be carried out ahead of entry to the training rooms. If you register a positive test result, you will need to stay home and self-isolate unless you have a negative PCR COVID test.

If the result of the test is unclear (void) you will need to do another one.

At reception a temperature check will be taken followed by a sequence of questions. You will be required to sterilise your hands and move directly to your located training area. A clear bag will be provided to place all your belongings in.

**Please note** there will be no social gatherings and therefore the chill out room will remain closed until further notice. You will also be required to remain within your bubble in your training room of which you, your client and your tutor may enter only

Tutor and Learner to ensure trolly is ready at designated dress out and Learner equipment and styling area/chair are sterilised. **Tutor** and **ALL** learners **MUST** wear a **Mask** then a **Visor** or **Goggles** at all times during the client service and in close contact. Protected Safe Zones will be made available for anyone needing to temporary remove appropriate face covering only and following the safe distance policy.

Tutors will ensure all chemical treatments be available in dedicated area. Learners to follow the mixing guidance in zones provided.

Client Appointments will be already pre-booked. No walk in appointments allowed. Queuing system will be required for all clients also.

Poster in window - please call for an appointment and please wait outside for your appointment.

Reception will inform all training rooms of client arrival and again all clients will follow the safety checks and again will be provided with a clear bag for all personal belongings and advised on how to enter in to the training room.

Clients will be asked to wear appropriate face coverings these must be kept on the face at all times.

All Client details **MUST** be entered on the Trace and Trace forms prior to service carried out.

Thermometer test: If temperature taken falls above 38C the learner or client will not be able to remain in the academy

Dress Outs, no client consultation cards, refreshments or magazines will be made available.   
  
Consultation takes place with learner talking behind client.  Any colour charts used only learner to touch and disinfect after.

Where the client is having a colour you will be required to shampoo prior to service.

Learner to gown clients using the disposable gown/towels.

When shampooing client - Client to undo face covering but hold over mouth.

.   
Cut and blow-dry as normal using sterilised equipment. Keep hairdryer straighteners etc plugged in to avoid keep changing plugs. No sharing of personal equipment is permitted. Academy equipment must be cleaned between each use i.e. straighteners.

When completion of the service, remove gowns and all disposable items and place directly in the bins provided. Where non disposable gowns and towels have been used these go directly in to the wash basket and washing machine.

On service completion and when it is safe to do so clients will make their way to the reception as directed by the learner. Academy Team member to take bill.

Use of the toilet facility must be reported to an Academy team member to all cleanliness is of these areas are maintained   
  
Rebook client’s next appointment.

Ask client to use Anti-bac before leaving Academy.

Reception to disinfect till, card machine etc

Tutor and Learner to disinfect dress out, chair, trolley and sterilise equipment.

Version 4 March 2021